

Amendment to the Specification

Please replace the paragraph starting on page 16, line 23, with the following new paragraph:

1 In order to evaluate a resource 104 and assign it to the best work
2 items 100, it must be presented to the system classified according to its
3 specific capabilities for service. Selection arrangement 106 of FIG. 1
4 therefore includes a list 116 of all resources 104 in the system of FIG. 1
5 and of their qualifications. These qualifications include both relatively
6 static as well as dynamic data, and are illustrated in FIG. 2.
7 Qualifications 200 for each resource 104 include a skills vector 202, which
8 is a list of all of the skills possessed by resource 104. Qualifications 200
9 for each resource 104 further include a skill-level vector 204, which
10 indicates the level of skill of this resource 104 for each skill possessed by
11 this resource 104, and a skill allocation goals vector ~~208~~206, which
12 indicates present allocation goals for all skills possessed by this
13 resource 104. These are relatively static, administered, values.
14 Qualifications 200 further include measured values, such as a skill times
15 vector 208 which indicates for each skill the total amount or percentage of
16 time spent by this resource 104 in processing work items 100 that needed
17 this skill. (If a work item 100 processed by a resource 104 requires a
18 plurality of skills of that resource 104, each required skill's skill time is
19 credited with the time that resource 104 spent processing the work
20 item 100.) Measured values further include a worktime vector 210 which
21 indicates one or more of the following: the total time that resource 104
22 has been logged in, the total time that resource 104 has spent in live
23 communication with customers (in-call time), the total time other than in-
24 call time that resource 104 has spent processing calls (ACW time), the
25 total time that resource 104 has been busy, the total time that
26 resource 104 has been ready to process work items 100, and the total
27 time (TP) that resource 104 has spent processing work items 100. The

28 metrics of worktime vector 210 correspond to like metrics that are
29 conventionally maintained for agents in ACD systems, and are computed
30 in the same manner. Qualifications 200 further include state
31 information 212 that indicates the present state of the corresponding
32 resource 104 and the time of the last state change of resource 104. The
33 latter value is used to determine the amount of time that resource 104 has
34 been idle since last processing a work item 100. Idle resources 104 form
35 an idle resource list 120 which is a subset of resource list 116.

Please replace the paragraph starting on page 22, line 13, with the following new paragraph:

1 When a classified work item 100 is or becomes available in waiting
2 work-items list 112, at step 400, engine 114 checks idle resources list 120
3 to determine if any resource 104 is available to handle the work item, at
4 step 402. If idle resources list 120 is empty, engine 114 returns work-
5 item 100 to list 112, at step 410, and ends its operation, at step 412, until
6 such time as a resource 104 becomes available. If idle resources list 120
7 is not empty, engine 114 compares skills requirements 304 of the work
8 item's classification 300 with the skill levels 204 of the available resources'
9 qualifications 200 to determine if an available resource 104 has the skills
10 that are required by available work item 100, at step ~~414~~404. If not,
11 engine 114 proceeds to steps 410 et seq., if so, engine 114 proceeds to
12 step 420 et seq.

Please replace the paragraph starting on page 23, line 8, with the following new paragraph:

1 When a resource 104 is or becomes available on idle resources
2 list 120, at step 500, engine 114 checks waiting work items list 112 to
3 determine if any work item 100 is available for handling, at step 502. If
4 waiting work items list 112 is empty, engine 114 returns resource 104 to

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5 list 120, at step 510, and ends its operations until such time as a work
6 item 100 becomes available, at step 512. If waiting work items list 112 is
7 not empty, engine 114 compares skill levels 204 of the resource's
8 qualifications 200 with the skills requirements 304 of the available work
9 items' classifications 300 to determine if the resource's skills match the
10 skill requirements of an available work item 100, at step ~~514~~504. If not,
11 engine 114 proceeds to steps 510 et seq.; if so, engine 114 proceeds to
12 steps 520 et seq.